BANGALORE METROPOLITAN TRANSPORT CORPORATION
CENTRAL OFFICES :: BANGALORE-27

No. BMTC/CO/CME/1453 /2023-24 Date: 23/11/2023

:: CORRIGENDUM ::

Sub: Selection of Service Provider for Procurement, Operation and Maintenance of 320 Nos. low floor, 400mm floor height city type AC Electric Buses on Gross Cost Contract (GCC) Model under the scheme Special assistance to States for capital investment 2023-24.

Ref: Tender No :BMTC/2023-24/SE0153 Dtd.18.10.2023

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Master Service Agreement: Clause 20.13 Other Key Performance Indicators to be complied by the Service Provider is modified as under:

The following Key Performance Indicators shall be used to monitor the performance of the Service Provider on a daily basis and KPIs will be calculated depot wise which would to aggregated to the total performance in a month.

S.No.	Frequency	Quality Parameters	Service Level Benchmarks	Fine/ KM for Violation based on SLBs	Calculation Techniques
1	Monthly	Trip Efficiency	95%	Cancelled KM	No of operated KMS/ Total of Scheduled KMS. *Note: Excludes all km lost due to:* *- conductor absence or actions* *- strikes and religious parades*
2	Monthly	Trip Frequency and Bus Frequency as the case may be	95%	Cancelled Km	Percentage of the cumulative trips travelled by all Buses to the aggregate number of scheduled trips ("Trip Frequency") and a percentage of the cumulative Bus Kms operated to the aggregate scheduled Bus Kms ("Bus Kms Frequency"), respectively.
3	quarterly	Reliability	95%	Cancelled Kms due to Break down x Per km Fee + Rs. 500/- case	No. Of breakdowns/Operated Kms * 10,000
4	Daily	Safety Operations	100%	Rs.20,000/- per fatality + Actual expenses to be borne by the operator	No. of fatalities for which the Driver is found to be responsible. Any other liability and or claim imposed on the Authority. *Note: Based upon Police &* the Authority *investigation findings and final decision of MD of* the Authority.

5	Monthly	Fleet Utilization	95%	Cancelled KM	No of Buses Operated / Total No of Buses Scheduled to Operate. *Note: Subject to adjustment for buses not operated through no fault of the Service Provider*
6	Monthly	AC During Operations	99%	INR 500 / Case	No. of Cases / No. of Scheduled Bus *Note: The AC should work for complete operational hours in a single charge failing which this penalty shall be imposed.*
7	Daily	Strike by Service Provider	100%	INR 20,000 per Bus/Day for full cancellation and partial operation (50% and above kms cancelled)	No. of Buses off Road / Total No. of Scheduled Buses *Note: If the Service Provider Stops operating buses for any reason whatsoever except Force Majeure.*
8	Monthly	Punctuality of Buses a) Start Punctuality b) Arrival Punctuality	98% 95% for the first 3 (three) years from COD 92% after 3 years from COD	INR 500 /- Punctuality below 98% INR 500 /- Punctuality below 95% INR 500 /- Punctuality below 92%	No. of cases *Note: includes :* *1. Delay of more than 15 minutes beyond the allotted trip time except in cases of:* *- Major traffic congestion* *- Conductor actions/absence* *- Strikes, Civil Disobedience*
9	Daily	Drivers Login / Log off into ITMS /AFC System at Start of Shift and also for each Trip as Trained and Directed by the Authority	100%	INR 250 / Case	No. of Cases / No. of Trips where Login, Logout / Trip Change, etc.
10	Daily	Bus Cleaning	98%	INR 500 / Reported cases	No. of instances of Buses failing to achieve the agreed standard of cleanliness at commencement of service. *Note: Cleanliness means clean and washed bus inside and outside at the start of the shift.*
11	Daily	Malfunctioning Passenger Doors	100%	INR 500 / Case	No of Passenger Doors malfunctioning.

12	Daily	Broken / Loose / Missing Passenger Seat	100%	INR 1000 / Case / Bus / Day	No of Seat malfunctions not resolved within 24 hours since identified as malfunctioning.
13	Daily	Damage or Missing of & to any ITMS /AFC Equipment in the Buses.	100%	INR 100/ per case per day	No of cases of Damage / Missing equipment / Total No of pieces of ITMS / AFC Equipment in the Buses
14	Daily	Non -Operational or Poorly Performing AC for more than 1 (one) Business Day after being provided notice by the Authority	100%	INR 500 / Bus / Day continued until defect is rectified.	No of Buses with non-operational/damaged AC Buses
15	Daily	The Driver is not carrying a Driving License / RTO Badge	0%	INR 2500 / Bus / Day	No of Cases / Total No of Scheduled Drivers as Identified through Traffic Police, the Authority , Public, Random Checks Driver shall be removed from operations immediately
16	Daily	Use of Cell Phone by Driver While Driving	100%	INR 5000 / Incident	No of Cases as Identified through Traffic Police, the Authority , Public, Random Checks
17	Daily	Skipping of Designated Stops without Permission	100%	INR 100 / Stop Skipping Case	No of Stops Skipped. As Identified through ITMS Reports, Traffic Police, the Authority, Commuters, Random Checks
18	Daily	Parking Buses in Undesignated Areas without Prior Permission	100%	INR 1000 / Case	Total No of Cases of Parking without prior permission outside designated Areas.
19	Daily	Change in Route without Permission from the Authority	100%	INR 500 / Case	Total No of Route Changes without Permission from the Authority. *Note: As identified through Authority/public*
20	Daily	Stopping and / or Forcing Passengers to alight at Non Designated Stops Not stopping bus at designated bus stop and obstructing movement of other vehicles	100%	INR 250 / Case	Total No of Cases Even if passenger forces Driver, the penalty shall be imposed on Service Provider. No. Of cases identified through public/Authority
21	Daily	**Signal Jumping/Zig-Zag Parking/** Stopping on the	100%	INR 500 / Case	Total No of Cases. *Note: As identified through authority/Public*

		Zebra Crossing **at traffic signals.**			
22	Daily	Keeping the ITMS / AFC Equipment Switched off Even if it is Functional	100%	INR 1000 / Bus / Day	No. of Cases. Keeping the ITMS / AFC Equipment Switched off Even if it is Functional / ITS equipment not reporting/not working (ATD /MNVR/CCTV).
23	Daily	Drunk Driving	0%	INR 10,000 / Case	No of Cases. Concerned driver should be terminated for minimum three months. If Incident repeats more than 5 times, the Service Provider would be terminated at the discretion of the Authority.
24	Daily	**Over Speeding/Rash Driving/negligent driving**	100%	INR 500 / Case	No. of Cases *Note: As identified through Authority/public*
25	Daily	Misbehaviour by Driver while on duty with passengers / public/ co-riders	100%	INR 500 / Case / Day	No. of Cases Identified through public /Authority
26	Daily	Not closing passenger doors while bus is in operation	100%	INR 250 / Case	No. Of cases identified through public/Authority
27	Daily	Not wearing uniform and shoes	100%	INR 250 / Case	No. Of cases identified through public/Authority
28	Daily	Smoking while driving	100%	INR 250 / Case	No. Of cases identified through public/Authority
29	Daily	Driving bus without side mirrors, wipers/non-functional wipers	100%	INR 250 / Case	No. Of cases identified through public/Authority
30	Daily	Failed/not working of destination boards (Front/rear/middle)	100%	INR 250/ Case	No. Of cases identified through public/Authority
31	Daily	Deserting the bus	100%	INR 250/ Case	No. Of cases identified through public/Authority

Clause added in RFP-II Technical Specifications:

ITS Integration: Sl No 11. IA shall establish a command control Centre to monitor the operations and in turn shall share the monitoring report to BMTC on monthly basis, failing to which BMTC shall levy suitable penalty.

for Chief Mechanical Engineer
22/11/23